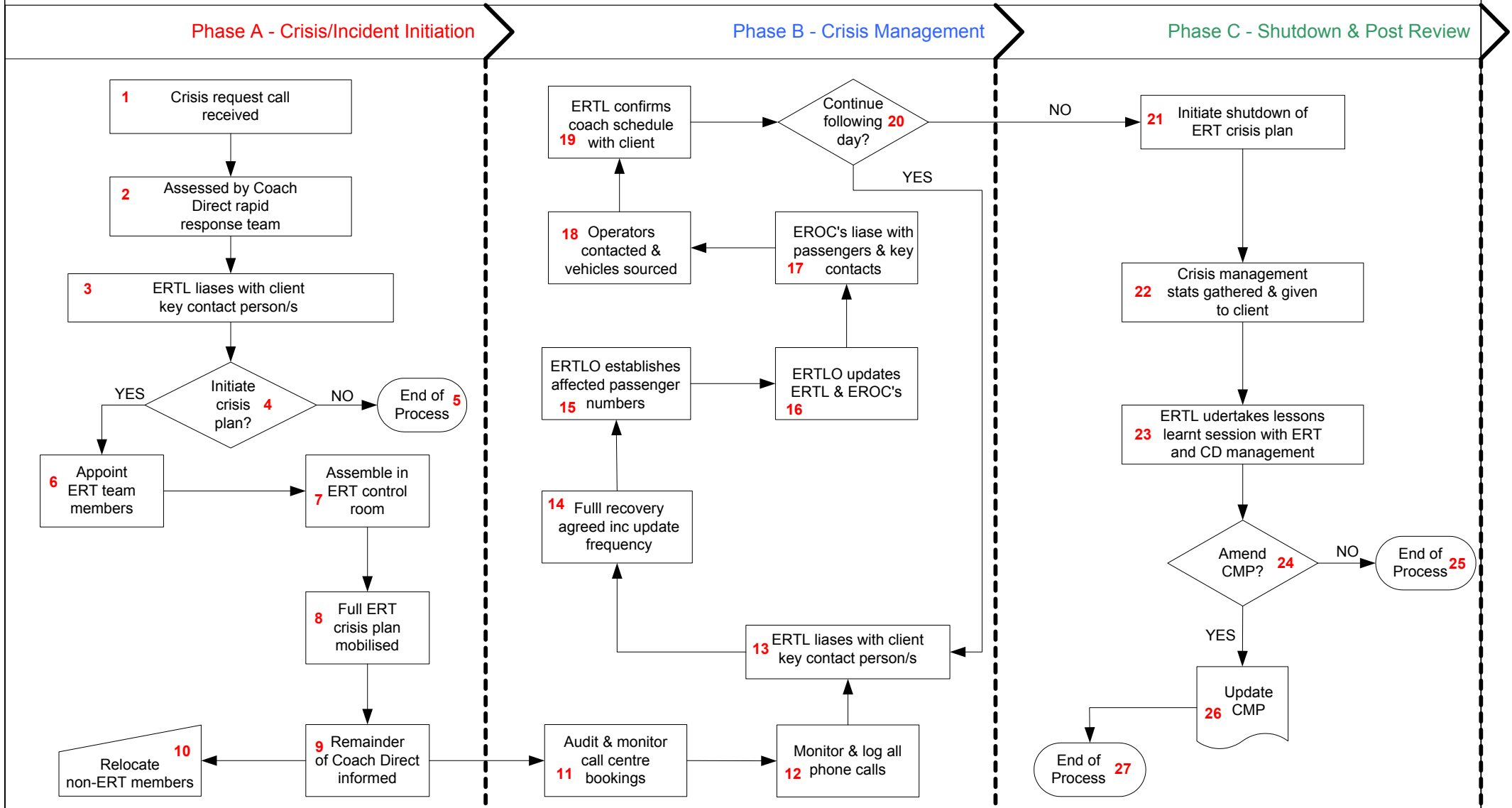


Coach Direct Limited - Crisis Management Process



Abbreviation Key:

ERT = Emergency Response Team
 ERTLO = Emergency Response Team Liaison Officer
 EROC = Emergency Response Operations Consultants

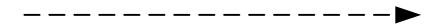
ERTL = Emergency Response Team Leader
 ERTOM = Emergency Response Team Operations Manager
 CMP = Crisis Management Plan

Important Notes:

- Regular ERT meetings and full client updates are conducted throughout Initiation & Crisis Management phases above.
- Please refer to Coach Direct Crisis Management Plan for a full description of ERT members, and their individual roles and responsibilities.



Time Line



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